

## **OPTION HOUSE, INC.**

### **CalWORKs DOMESTIC VIOLENCE SERVICES SERVICE PLAN**

**On-Call Domestic Abuse Advocate** - Contractor shall outstation two counselors in order to assure CalWORKs applicants and recipients who are victims of domestic violence have their needs met relative to issues of domestic violence through networking and coordinating service efforts with both TAD and ESP staff, as well as with providers within the community. Contractor shall be prepared and capable of responding within 30 minutes of emergency request from County. Office space made available shall be to the discretion of the TAD/ESP office the advocate is assigned.

**Shelter** - Contractor shall provide Temporary Crisis Intervention Shelter to CalWORKs applicants/recipients who are victims of domestic violence and meet the agency's standard criteria, as needed. Length of stay shall be 60 days with a 2-week extension available given extenuating circumstances. All basic needs shall be met inclusive of food, toiletries, medications and clothing.

**Counseling** - Contractor shall refer those clients in need of therapeutic counseling to outside agencies.

**Peer Groups** - Contractor shall facilitate peer groups (twice weekly) utilizing Contractor's staff, and once weekly groups utilizing agency contracted staff, with Master's Degree. Resident individual sessions shall be with agency Domestic Violence Advocates, usually at the request of the Resident. Residents may also meet with the contracted staff individually, upon request.

**Child Care** - Contractor shall provide child care as needed for clients. The agency's Childcare Center shall also offer therapeutic counseling to its attendees. Sessions are determined by the therapist, and often include several sessions with the mother. Agency staff provide educational and play activities for attending youth, as well as extra curricular activities.

**Parenting Training** - Contractor shall provide parenting training every Friday as part of the agency's mandatory Resident In-House Program (80-hour cyclical educationally based self sufficiency sessions). Residents may request individual sessions.

**Outreach Center** - Contractor shall operate two Outreach Centers: the Domestic Violence Outreach Center in San Bernardino; and the Tri-City Violence Prevention Outreach Center, located in Rialto. Both offices shall work with walk-in clients, appointments, and hold group sessions. Outreach offers a Spanish language support group.

**Hotline** - Contractor shall operate a 24 hour / 7 day a week crisis intervention hotline.

**Community Education Seminars** - Contractor shall offer quarterly State-Mandated 40-hour Family Violence Training sessions. Contractor will also provide and coordinate Violence Protection Workshops.

**Legal Services** - Contractor shall operate a Family Violence Courthouse Outreach Center, located in the Central District Courthouse. Staff shall assist clients with Temporary Restraining Orders, Civil Harassments, Fee Waivers, Court and Mediation Accompaniment, as well as providing information and referrals regarding Family Law processes.

**Transportation** - Contractor shall assist clients with transportation via bus tokens and taxi rides.

**Self Sufficiency Services** - Contractor shall provide a six-week "In-House Program" which includes, but is not limited to, independent living skills training, nutrition education, housing assistance, job re-entry training, resume writing, etc.